

Stoke on Trent Your Bus Journey 2025 survey results

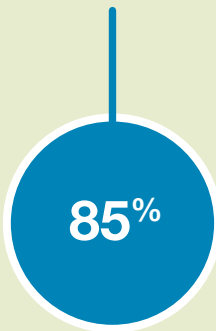


Time the journey took



2024 - 79%
2023 - 85%

The bus driver



2024 - 85%
2023 - 87%

Punctuality of the bus at the stop



2024 - 77%
2023 - 79%

Overall satisfaction with journey on the day



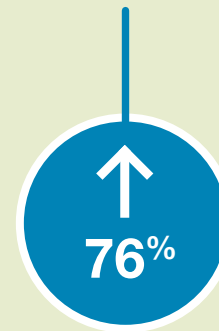
2024 - 82%
2023 - 85%

Value for money for fare payers



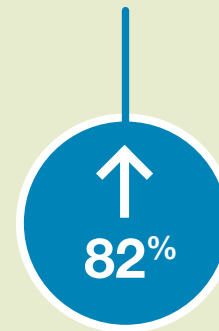
2024 - 77%
2023 - 80%

Waiting time at bus stop



2024 - 73%
2023 - 75%

The bus stop



2024 - 79%
2023 - 79%



Stoke on Trent Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

		Urban other	All England areas	Rank
Total satisfied %				
Overall satisfaction	85	87	85	30
Value for money	66	61	63	19
Bus stop where you caught bus	82	82	81	23
Length of time you had to wait for bus	76	77	74	24
Punctuality of bus at stop (arriving on time)	79	80	77	25
Bus driver	85	88	87	35
Length of time journey on bus took	83	85	83	33
Total rating good (very/fairly) %				
Information provided at bus stop	74	79	76	
Personal security at bus stop	68	69	67	
Personal security on bus	78	83	80	